



2012

Office for Non-discrimination (OND) Annual Report

Ajuntament de
Barcelona



The Office for Non-Discrimination (OND) was formed as a **municipal service** to provide guidance in the **defence of people's rights**, with special emphasis on the most vulnerable groups or those at greatest risk of being the object of discrimination due to the following reasons:

- Gender
- Sexual orientation and gender identity
- Origin and culture (immigration and cultural minorities)
- Health status (chronic diseases, HIV/AIDS, addictions, etc.)
- Disability (physical or mental)
- Age (children and the elderly)
- Social and economic situation

It is open to citizens of Barcelona who thinks that they have been the object of discrimination in the city of or outside of the municipality. It therefore constitutes **a point for reception, analysis and channelling complaints** due to discriminatory treatment of any kind.

Basic functions:

- **To inform, educate and raise awareness** regarding everything that refers to equal rights and to identify different areas of discrimination.
- **To act as a mediator in complaints due to discrimination.** When the situation allows, we propose an alternative solution to legal action: **alternative conflict management**. This methodology is used to deal with conflicts between people or bodies that have felt discriminated by **individuals, companies or institutions**, provided that there is a prior agreement between both parties to accept the process and assume any possible agreements.
- **To offer legal advice for processing complaints due to discrimination.** Finally, if the complaint requires pursuing legal action, the OND advises people to ensure that they have the appropriate information to decide whether they wish to file a legal complaint. And, if they so decide, to provide information on how the complaint can be managed and where it has to be filed (legal-aid attorney, caught on duty, etc).
- **To act as an observatory on the infringement of human rights in the city of Barcelona.**
- **Personal attention:** attention to people, both the alternative conflict management and the legal and psychological advice and assessment, is a **confidential** service.

Information and education to understand and respect the rights

Education for Groups

As well as working on the dissemination of rights, we organise **workshops on reflection** on attitudes and behaviour for different groups of students and professional groups.

All educational activity has two objectives. To prevent the infringement of rights and to disseminate rights and obligations with the objective of working on the following:

- Acceptance of difference as a positive value
- Peaceful coexistence
- Awareness of the existence of social prejudices
- Removing the stigma of different groups
- Encouraging critical awareness of messages in the media
- Recognition of discriminatory language in daily use
- Detection of real situations of discrimination that may be suffered by a specific group of the population

Collaboration with organizations and stakeholders involved in the work around discrimination

Bodies and services of the public administration

- Participation in the Barcelona Social Housing Council
- Participation in the Day of Diversity, organised by the RA
- Contacts with the Spanish representative of the European Commission Against Racism and Intolerance (ECRI) to reflect on the current situation of the Romany People of Barcelona
- Participation in institutional acts against Homophobia
- Training sessions and workshops to reflect on discriminatory attitudes for municipal personnel for 2013
- Meetings with the City Council's Internet Service to develop and implement a Smartphone complaint app to bring us closer to the citizens and facilitate any complaints
- Coordination with security forces
- Support for professionals in Sabadell Municipal Council on the opening of the new Civil Rights office

- Attendance at different events and conferences such as the following:
 - “The right to good administration, between efficacy and legality”, organised by Barcelona City Council
 - “4th awards for best practices in internal communication”, by TMB
- First International Seminar on Anti-Semitism in Catalonia, organised by different institutions and administrations
- 10th Seminar on Immigration and Europe. Economic crisis and managing migration and diversity at local level, organized by ACSAR, CIDOB and Barcelona Provincial Council, with the collaboration of Generalitat of Catalonia and Barcelona City Council

Universities and educational centres

- Pompeu Fabra University, to articulate student work experience in the criminology degree
- Institute of Law and Technology of the UAB, OND smartphone app
- Conferences: Prevention of discrimination and xenophobia. Comparative perspectives, by GRISC-UAB, US Consulate, CIDOB and the ACSAR Foundation
- Presentation of the IMEB Educational Activities Project
- Collaboration with the Network of schools for equality and non-discrimination

Elisava, design school

- Collaboration with ELISAVA for students of the Masters in Innovation. Attendance of the OND at the Human Rights Project of the ELISAVA Design School in work experience at the OND and start of the 2012-2013 academic year

Organisations, associations, NGOs

- ABITS technical round table
- Area of Women and Positive Creation: Delivery of the 2011 Annual Report (February)
- Federation of Catalan Organisations of The Elderly, Women and Family (FOCAGG)
- 7th edition of the United Nations Model, Barcelona 2012 (C’MUN), organised by the Association for the United Nations in Spain
- Association “Obertament. Per la Salut mental. No a la discriminació, sí a les persones” (Openly. For mental health. No to discrimination, yes to people)
- Network of Institutions of the Observatory
- Positive Gays: 4th Conference on Labour relations of people who live with HIV/AIDS
- 5th Conference Citizenship and Rights, organized by Creación Positiva and Àmbit Prevenció with the collaboration of Department of Civil Rights of Barcelona City Council

- Collaboration with, among others: Casal dels Infants, Àmbit Prevenció, Creación Positiva and ANVE
- 33rd conference: "The importance of responsible management in aspects of Human Rights" organised by MediaResponsable
- Dialogues: ACATHI, Casal Lambda, Gais positius, LGTB, Amics Gais, FAGC, etc.

LGTB groups: lesbians, gays, transsexuals and bisexuals

- Head of LGTB affairs of the Catalan Government
- OND-LGTB working group
- Right 2 Love, Association of Gay and Lesbian Families (FLG)
- Permanent Committee of the LGTB Municipal Council
- Celebration of the creation of the LGTB group of UGT, Catalonia

Legal advice: state attorney and lawyers

- Registry of Civil Unions
- Attorney's office for hate crimes and discrimination in Catalonia
- Course "Protection of citizens against hate crimes and behaviour and discrimination" organised by ANVE with the collaboration of OND and the Provincial Prosecutor's Office
- Conference "International topics with a gender perspective" organised by The Lady Lawyers Committee of the Barcelona Bar Association (ICAB)
- Conference "The new regulations on domestic workers from a gender perspective" organised by The Lady Lawyers Committee of the Barcelona Bar Association (ICAB)
- Conference "Analysis of the labour reform from a gender perspective" organised by The Lady Lawyers Committee of the Barcelona Bar Association (ICAB)
- Conference: "The Law and the Treatment of Women" organised by the Association of Women's Lawyers
- Colloquium "The role of the International Criminal Court. The role of the UN in countries where human rights are violated" organised by International Criminal Bar and the Department of Civil Rights of Barcelona City Council

International organisations

- US Consulate. Annual Human Rights Report
- Meeting with the Centre for Social Studies, University of Coimbra
- Leonardo Da Vinci Programme: students - police in Romania
- Visit of the US Consul, Darby A. Parliament
- Representatives of the second World Forum Committee on Cities for Human Rights in Gwangju (South Korea)

- Meeting with Open Society Foundations
- Visit of and meeting with Mona Noriega, Chicago Commissioner, Commission on Human Relations
- Meeting with The Equality Ombudsman (DO) of Sunne (Sweden) and joint work on the project for the exchange of experiences and innovation in Non-Discrimination

Other topics

- Training in Human Rights and Non-Discrimination of five professional rights guidance counsellors and two doctorate students
- Presentation of the short story, “Els dimarts, el meu tiet i els extraterrestres” (Tuesdays, my uncle, and the extra-terrestrials), of the Catalan Bipolar Association
- Participation in the Barcelona Festival of Cinema and Human Rights
- Interview by Diversimedia “De Todo Un Poco”

The Observatory on Human Rights in the City of Barcelona. Examination and Analysis of People's Rights

Direct communication with people who report situations of infringement of their rights and with civic bodies who act in this area has allowed us to identify the following:

- The rights infringed
- The areas where this takes place
- The groups that suffer most infringement of rights and the consequences

Barcelona and Human Rights

The city of Barcelona and the institutions of local government are committed to the defence of human rights as set out in the 1948 **Universal Declaration of the United Nations**, and have worked hard to ensure that they can be exercised fully.

In a city like Barcelona, which is open and welcoming, democratic and increasingly diverse and complex, we must continue to ensure respect for human rights without discrimination.

These rights are guaranteed by the **European Charter Safeguarding Human Rights in the City**, which was ratified by Barcelona City Council in 2000, and by the **Citizens Charter of Rights and Obligations of Barcelona of 2010**.

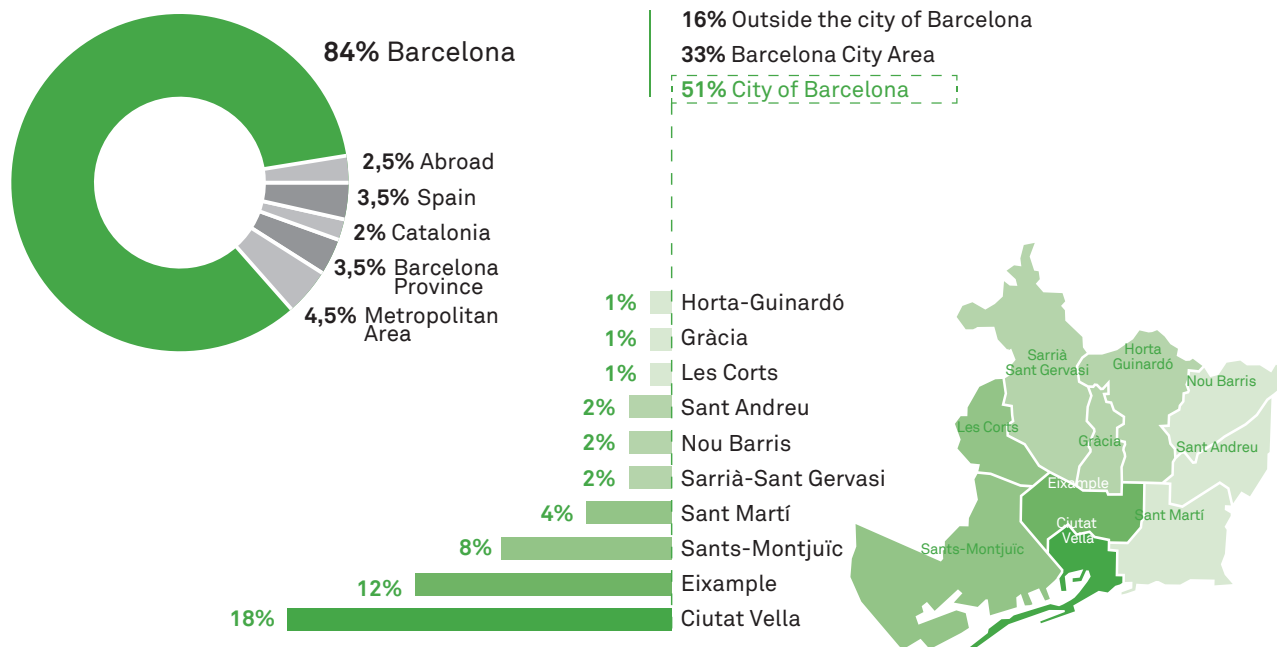
During these years of work in the OND, we have seen the need to increase social awareness of rights and to facilitate the exercise of these rights by all people, and to help victims at all levels of public bodies. For this reason, the **associations and institutions** that defend the rights of people, together with the involvement of groups who suffer situations of discrimination, are also necessary. In the same sense, we believe that it is important for local government to maintain its leadership in the defence of human rights and in identifying situations of infringement that take place in the city, in order to carry out preventive work to ensure that our city is more fair and equal.

We will continue to work for awareness and the application of Decree 112/2010 which approved the regulation on public spectacles and recreational activities regarding the **Right to Admission**, as well as **Catalan, Spanish and European** regulations on equality and non-discrimination.

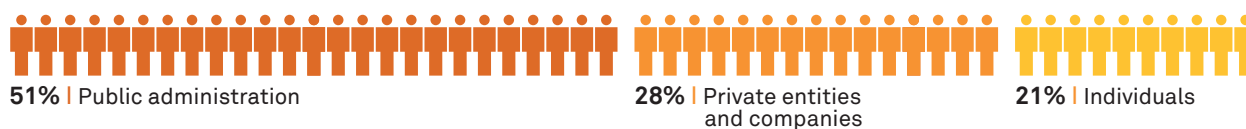
As provided for in the Municipal Action Plan, and in order to improve knowledge of rights and their dissemination, we will prioritise work with particularly vulnerable groups such as the following: **The elderly, people undergoing exclusion, LGTB groups, women, young people, etc.**

Discrimination profile

Where does the discrimination take place



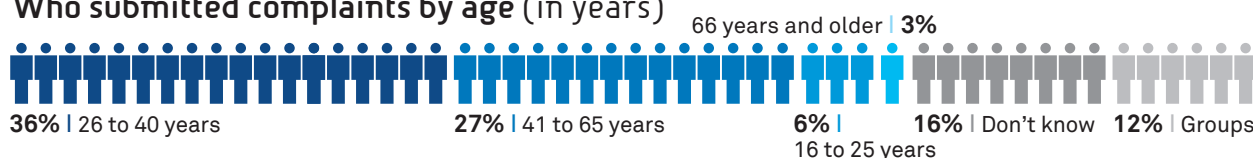
To whom is the discrimination attributed



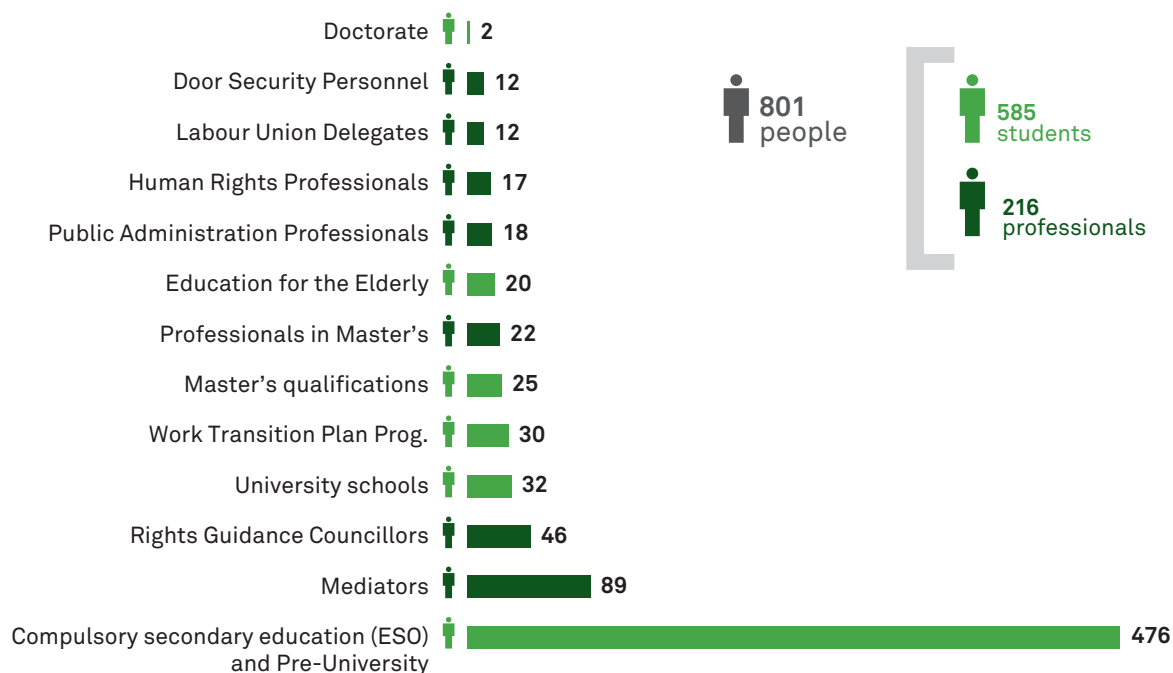
Who submitted complaints by gender



Who submitted complaints by age (in years)

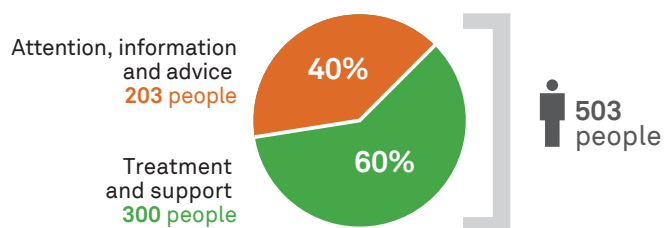


Education in equal rights and non-discrimination

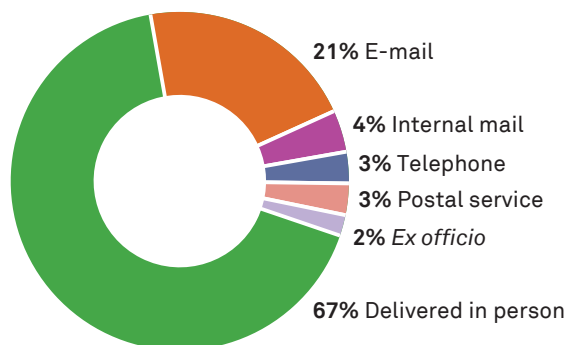


Situations attended

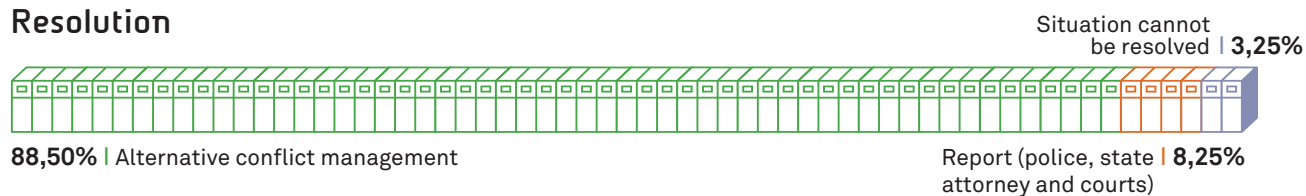
Situations attended



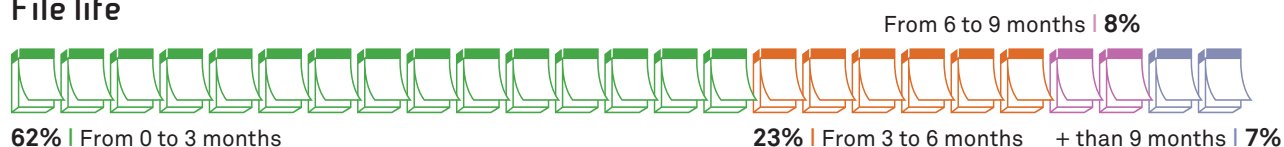
Route of entry of complaints



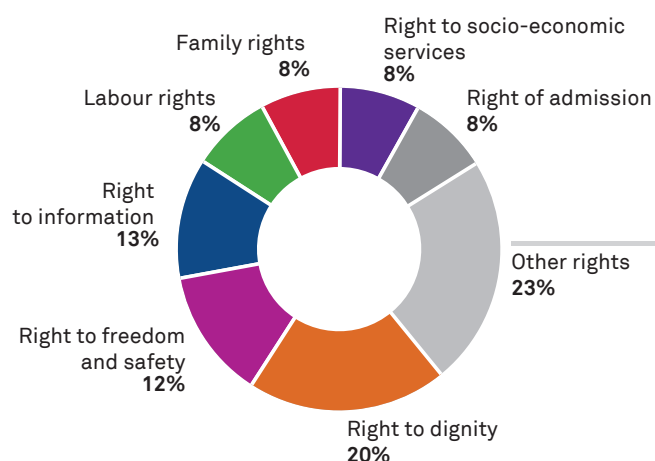
Resolution



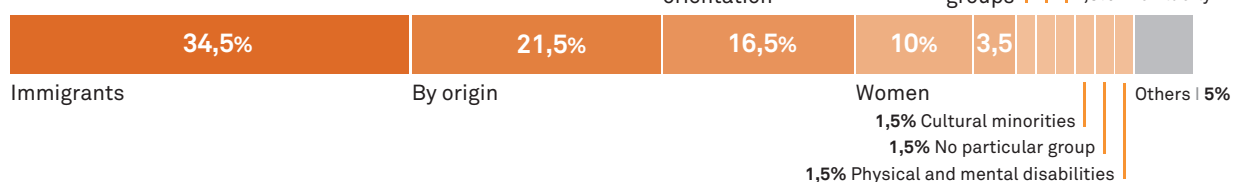
File life



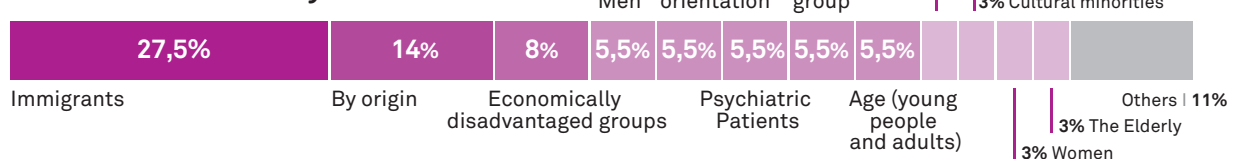
The most infringed rights



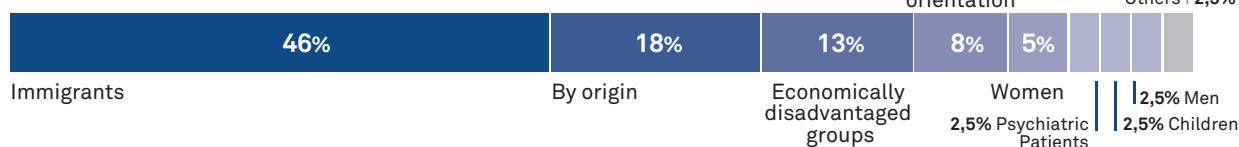
Infringement of the right to dignity



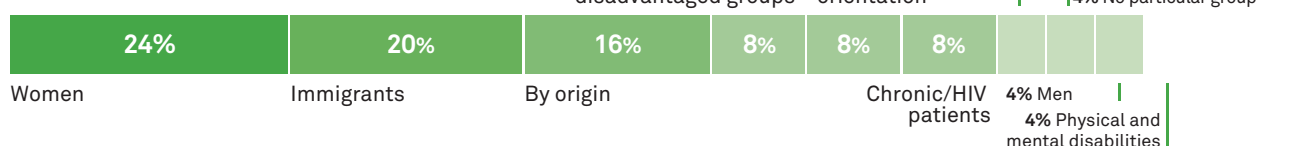
Infringement of the right to freedom and safety



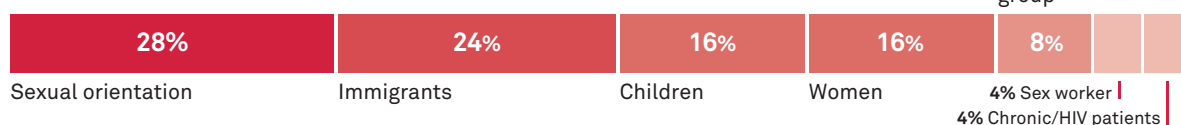
Infringement of the right to information



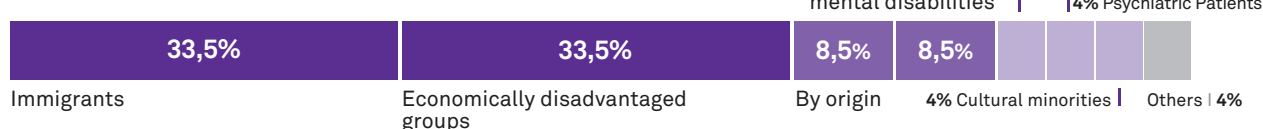
Infringement of labour rights



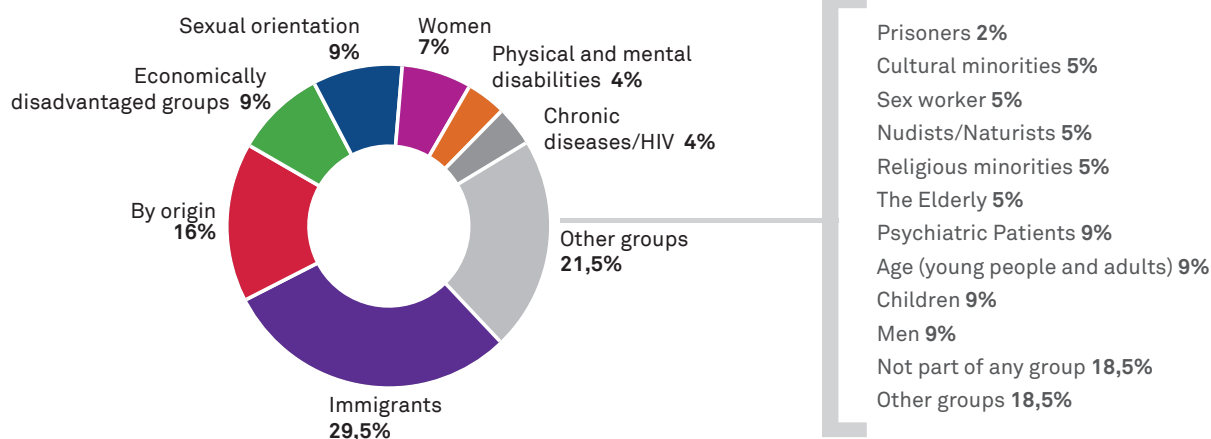
Infringement of family rights



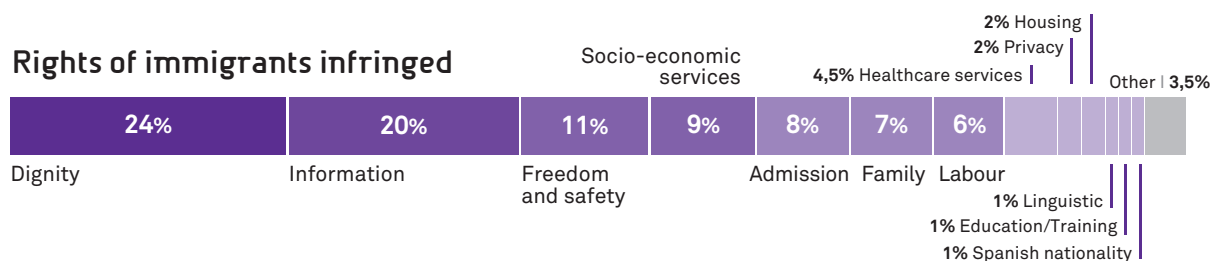
Infringement of the right to socio-economic services



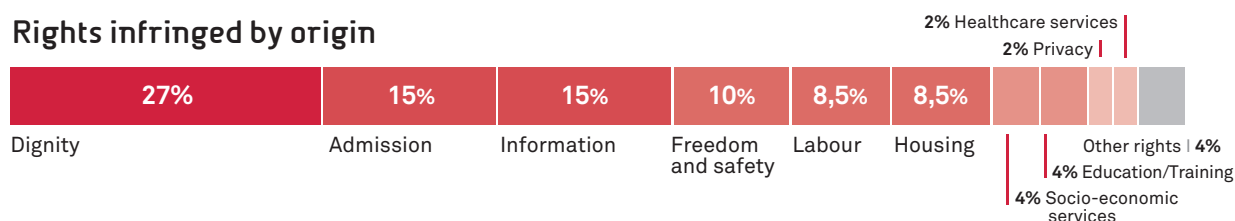
Reasons for discrimination



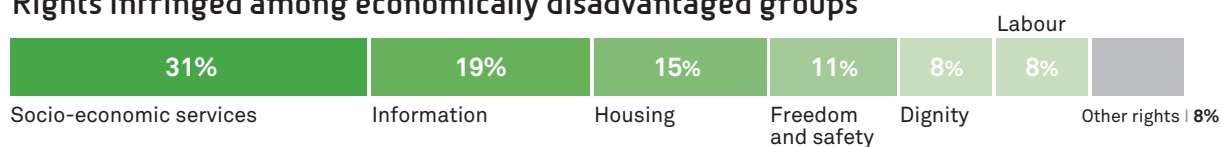
Rights of immigrants infringed



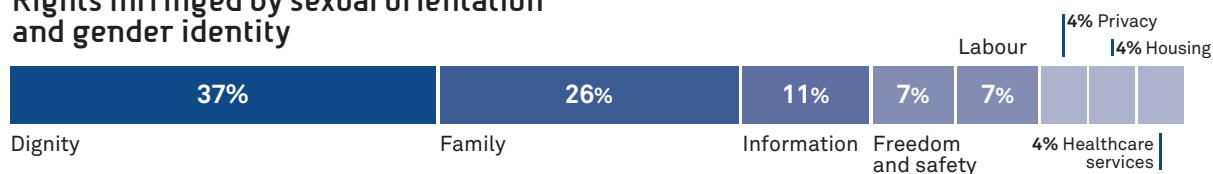
Rights infringed by origin



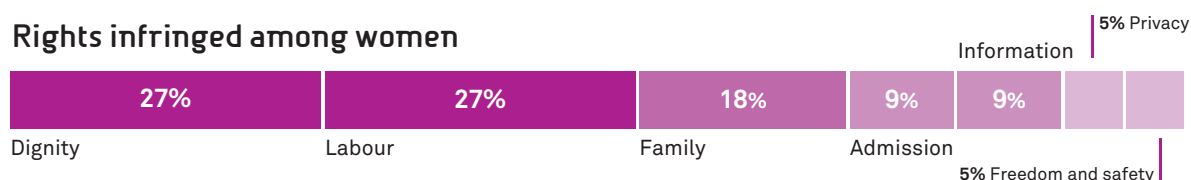
Rights infringed among economically disadvantaged groups



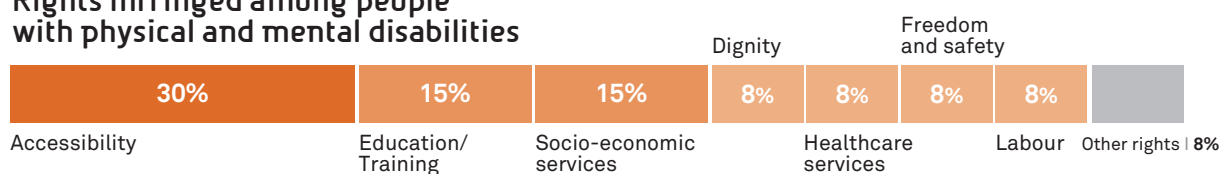
Rights infringed by sexual orientation and gender identity



Rights infringed among women



Rights infringed among people with physical and mental disabilities



the access ramp
is only for
wheelchairs

Bus Driver to
an old lady with
a Zimmer frame

healthcare is not
for undocumented
immigrants

Posters of a
political party in front
of a hospital

repressed lesbian
bitc...

Graffiti on the walls
of a women's
association

we're not going to install a
lift just for one resident

Community of neighbours
to a neighbour having
trouble climbing the stairs

they are refusing us artificial
insemination because
we are a lesbian couple

In a hospital

What is your name,
'sir'?...

Police to a transsexual
woman, several times and
with sarcasm

I want to be removed from
the Catholic Church and I don't
want to be included as a Catholic...
I don't understand why
they won't let me and why they
make it so difficult

A man

Please stop following me;
I'm not a thief

A North African man
to an employee in a
shopping centre

this job is for
women only

To a man
looking for work

you foreigners
always travel without
stamping
your ticket

Ticket inspector on a train
to a group of people